

**TASK REQUEST  
CONTRACT USCS-00-5019**

- I.     **TITLE:**       **Advisory Dental Benefit Plan Task Order  
(Employee Dental Plan Design, Evaluation of Providers and/or  
Delivery Systems, and Development of Implementation Strategy )**

II.    **BACKGROUND**

The Administrative Office of the United States Courts (AO) Judiciary Benefits Program Office (JBPO) is responsible for development of new employee benefits for federal judiciary employees. This task request will provide a contractual vehicle for obtaining advisory services regarding an employee dental plan.

III.   **STATEMENT OF WORK**

This Statement of Work requires the Contractor to:

1.     Perform a comparative analysis of the current judiciary dental plan(s), and plans available to similarly situated groups, and best practices in providing employee benefits.
2.     Develop a dental plan design tailored to the judiciary's needs and determine the top providers and/or delivery systems best suited to meet those needs.
3.     Conduct an in-depth evaluation of the top providers and/or delivery systems.
4.     Perform a cost analysis of the top providers and/or delivery systems.
5.     Conduct an administrative assessment including required system interfaces, workflow diagram and system specifications needed for vendor/payroll/accounting interfaces.
6.     Develop an implementation and communication strategy.
7.     Provide a discussion on various funding methods as well as alternatives for on-going administration of the program.
8.     Prepare the plan document.



**SPECIFIC REQUIREMENTS:**

**Deliverable 1: Task Order Plan**

A detailed plan of the work to be accomplished including a milestone chart with a schedule for deliverables.

**Deliverable 2: Perform a Comparative Analysis**

A detailed comparative analysis must be performed between the dental options currently available to judiciary employees and the options available to similarly situated groups and best practices in providing employee benefits. Results must be presented to the Administrative Office.

**Deliverable 3: Develop a Dental Plan Design**

A detailed plan design analysis must be performed. The plan design analysis will define the requirements of the program after examining the workforce demographic and geographic status. To develop the plan design analysis, the contractor will complete the following tasks:

- Based on the needs of the judiciary workforce, the contractor will develop the plan design elements that will be included in the dental plan to determine which plan will be suitable for judiciary employees.
- Conduct an evaluation and comparison of the different types of dental plans that could be offered, (i.e. Dental HMO, Fee for Service, PPO). Within the possible HMO plan, evaluate and compare the different types of HMO plans, i.e. closed panel, open panel (dual choice, triple choice), IPA.
- A determination of the top providers and/or delivery systems that would be most suited to meet the needs of the judiciary will be presented upon the completion of the plan design phase. The providers and/or delivery systems should be ranked in order of suitability for the judiciary followed by a brief discussion on their overall ability to meet the needs of the employees. This comparison should be provided for use by the staff of the Administrative Office in a clear, concise, easy-to-read format, suggested by the contractor and agreed upon between the contractor and the Contracting Officer's Technical Representative.

**Deliverable 4:** Conduct an In-Depth Evaluation of The Top Providers and/or Delivery Systems.

The contractor will conduct an in-depth evaluation of the top providers and/or delivery systems. The in-depth analysis of each company should be provided for use by the staff of the Administrative Office in a clear, concise, easy-to-read format, suggested by the contractor and agreed upon between the contractor and the Contracting Officer's Technical Representative. The analysis of each company will provide the following information:

- C Determine if the provider/delivery system meets all State/Federal regulatory requirements.
- C The solvency and the financial strength of the company must be considered solid. The company should be a reputable one with experience in dental plans and have a solid financial footing.
- C Evaluate the company's reputation for dealing well and ethically with the employees.
- C Determine if the provider/delivery system has the flexibility to adapt to the Administrative Office's benefits approach, payroll systems (or vendor if outsourcing) and other administrative procedures.
- C Determine if the provider/delivery system has the systems capability to accept premium payments in several ways. Depending upon the insured's status (employee, retiree, spouse), payments may be made directly through payroll deductions or by automatic bank withdrawals.
- C Determine if the provider/delivery system is able to support a successful enrollment in the plan through clear, comprehensive communications material.
- C Determine if the provider/delivery system is able to provide dedicated customer service through toll-free numbers both during and after enrollment.
- C Determine provider/delivery system's level of customer service, i.e. claim adjudication, timely payment of benefits and advice.
- C Determine provider/delivery system's level of support to the employer through management reports.

**Deliverable 5:** Perform a Cost Analysis of the Top Providers and/or Delivery Systems

The information regarding the provider/delivery system's cost analysis will be provided in a matrix format in which the matrix will show the cost element for each benefit, administrative costs, communication cost for the plan.

**Deliverable 6:** Develop Implementation and Communication Strategy

Based upon the Contractor's recommendation, provide an implementation and communication strategy for the preferred benefit selections to the 30,000 judiciary employees located in over 800 geographic locations. The strategy should discuss the methods to be used for the implementation and communication through employee meetings, written materials, web-based materials, and video/teleconferencing. The proposed strategy should be provided to the Administrative Office staff and will be agreed upon between the contractor and the COTR prior to actual implementation.

**Deliverable 7:** Provide a Discussion on Funding Methods as Well as Alternatives for On-going Administration

Contractor should provide a discussion on various funding methods as well as alternatives for on-going administration of the program. (Reference task # 6)

**Deliverable 8:** Prepare the Plan Document

Contractor should write the plan document, submit document to the AO for review, and make any required changes.

**IV. DELIVERABLE SCHEDULE**

The following is a list of the numbered Task Order Deliverables defined in Section III. The federal judiciary plans for its employees to be enrolled and begin receiving benefits from the Dental Plan by January 1, 2001. The Contractor shall provide the deliverables schedule.

DELIVERABLES SCHEDULE TABLE	
DELIVERABLE	COMPLETION DATE (in calendar days)
1.Task Work Plan	5 days after award of the Task Order
2. Comparative Analysis	
3. Dental Plan Design	
4. In-depth Evaluation of Top Providers and/or Delivery Systems	
5. Cost Analysis of Top Providers And/or Delivery Systems	
6. Implementation and Communication Strategy	
7. Discussion of Funding Methods and Alternatives for Administration	
8. Plan Document	

**V. PERIOD OF PERFORMANCE**

The Period of Performance for this Task Order is from date of Task Order Award through acceptance of all deliverables.

**VI. PLACE OF PERFORMANCE**

With the exception of the technical evaluation requirements, work will be performed at contractor facilities. Necessary interviews, research, and meetings will be conducted at the Thurgood Marshall Federal Judiciary Building.

**VII. REQUIREMENTS FOR TRAVEL AND SUPPLIES/EQUIPMENT**

No travel, other than local travel, is required in the performance of this Task Order. There are no requirements for supplies/equipment.

**VIII. TASK ORDER TYPE**

This will be a firm-fixed-price Task Order.

**IX. AO CONTACTS**

Ms. Lee Horvath will be the Project Manager/COTR for this Task Order and will coordinate efforts related to the task order.

**X. OTHER REQUIREMENTS (NOT COVERED ABOVE)**

Weekly and Monthly reporting requirements are contained in the contract, Section F.

**XI. ATTACHMENTS**

None.

**XII. TASK REQUEST PROPOSAL PREPARATION**

**A. Technical Proposal**

The Contractor's technical task request proposal must include the following areas and be developed based on the instructions below.

**1. Methodology and Staffing Requirements**

The Contractor shall submit a plan which describes in detail the methodology the Contractor will use to accomplish the requirements of this task request. This plan shall describe the approach, staffing requirements and milestone schedule with deliverables.

- a. A list of staff the contractor proposes to provide to perform the necessary work. (Labor Category Requirements are identified in Section B.)
- b. Miscellaneous. The contractor shall identify any other resources required to perform this contract.

**2. Experience/Qualifications of Proposed Personnel**

Resume(s) of Proposed Personnel - Describe your current personnel resources available for this effort. Provide a complete description of the duties of each skill level and how each will be used, cross-referencing current personnel and the required skill levels. Offerors must describe the experience of all person(s) to be

assigned to this effort. Experience with similar methodologies should then be described. The Offeror shall submit to the government the official resumes of all personnel proposed to work on this task request with its proposal. Each resume shall be no more than two pages in length and must contain the following information:

- Full name.
- Title of skill category for which individual is proposed.
- Education (including degrees awarded).
- Chronological work experience
- A brief narrative relating work experience to the effort required herein.
- A dated and signed statement by the individual certifying that the information of the resume is true and accurate.
- A dated and signed statement of an official of the company certifying that the information of the resume is true and accurate to the best of his/her knowledge.

3. Past Contractual Experience with Dental Plans

The contractor shall provide a description of past contracts that demonstrate at a minimum the following:

- Experience with development and implementation of public and private dental plans.
- Experience with assessing the suitability of dental plan features to employee needs.
- Experience with development and implementation of information delivery methods for dental plans.

B. Cost Proposal

The contractor shall submit a firm-fixed-price cost proposal by deliverable tasks, in accordance with Section B of the Contract.

**XIV. PROPOSAL EVALUATION AND AWARD SELECTION**

The Contractors' task request proposals will be evaluated on the factors listed below.

A. Technical Task Request Response for Dental Benefit Plan



1. Methodology and Staffing Requirements
2. Experience/Qualifications of Proposed Personnel
3. Past Contractual Experience with Dental Plans

B. Cost Proposal

The Technical Factor (A) is more important than Cost (B). All of the subfactors (1, 2, and 3) within the technical factor are equal in value.

An award of the task request will be made to the Contractor representing the best value to the Government, which ultimately may not be the highest technically rated proposal or the lowest cost proposal.